

There's Still Time - Energy Assistance and Bill Help Programs Remain Available for Income-Qualified Customers in Massachusetts

Programs available for customers in need

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WALTHAM, MA – As cold temperatures and winter weather continue throughout New England, National Grid reminds Massachusetts customers to take advantage of energy programs to help pay and manage energy bills.

The Low-Income Home Energy Assistance Program (**LIHEAP**), commonly referred to as Fuel Assistance, provides eligible households with help in paying a portion of winter heating bills. **Enrollment for LIHEAP is free and open through May 12, 2023**, and covers energy usage from November 1, 2022, to April 30, 2023.

LIHEAP is open to both homeowners and renters, including households whose cost of heat is included in rent, and eligibility is based on household size and the gross annual income of every household member 18 years of age or older. Household income cannot exceed 60% of the estimated state median income. This program provides assistance through a fixed benefit amount for the cost of the primary source of heat, which includes, but is not limited to, electricity, oil, natural gas, propane, kerosene, wood, and coal.

To apply for LIHEAP:

- Apply online at <https://www.toapply.org/MassLIHEAP>
- Visit and [apply at an agency in your area](#).

For more information concerning LIHEAP:

- Visit <https://www.mass.gov/service-details/learn-about-low-income-home-energy-assistance-program-liheap>.
- Customers may also call the Cold Relief Heatline at **(800) 632-8175**.

National Grid is also a proud sponsor of the [Massachusetts Good Neighbor Energy Fund](#), which encourages households in need of home energy assistance to apply to the Fund by visiting their local [Salvation Army Corps Community Center](#).

The Massachusetts Good Neighbor Energy Fund, administered by The Salvation Army, offers support for families who are in temporary financial difficulty and do not qualify for federal and state fuel assistance programs such as LIHEAP. The Fund's grants are paid directly to the energy provider for households whose gross income falls between 60 and 80 percent of the state's median income levels; [more information on eligibility can be found here](#). The Fund's distribution award letter also serves as a qualification for the [Mass Save Enhanced Insulation Incentive](#) for customers of a Massachusetts investor-owned utility. Specifically, the offer provides qualified customers with no-cost insulation, as well as other no-cost energy savings measures.

For more information about how to apply for the Massachusetts Good Neighbor Energy Fund, visit your local Salvation Army Corps Community Center, call 800-334-3047 if you live in area codes 508, 617, 781, or 978, or 800-262-1320 if you live in area code 413 or visit www.magoodneighbor.org.

Along with LIHEAP and sponsoring the Good Neighbor Energy Fund, several bill help options and payment plans are available for National Grid customers needing assistance through the company's [Customer Savings Initiative](#). Customers may enroll in programs such as the [Budget Billing Plan](#), which spreads monthly payments out more evenly throughout the year to offset high energy usage periods. Additional payment options are also available, and we encourage our Massachusetts customers to learn more by visiting ngrid.com/heretohelp.

Furthermore, National Grid is continuing to host in-person [Customer Savings events](#) across Massachusetts where customers can meet directly with National Grid and other community representatives to find help to manage increasing energy costs this winter heating season. All events will take place from 4 p.m. to 7 p.m. Tonight, March 9, 2023, National Grid is hosting an event in Quincy at the Senior Center, 440 East Squantum St., Quincy, MA 02171. Events are continuously being added, and updated information can be found at ngrid.com/heretohelpevents.

About National Grid

About National Grid: National Grid (NYSE: NGG) is an electricity, natural gas, and clean energy delivery company serving more than 20 million people through our networks in New York and Massachusetts. National Grid is focused on building a path to a more affordable, reliable clean energy future through our [fossil-free vision](#). National Grid is transforming our electricity and natural gas networks with smarter, cleaner, and more resilient energy solutions to meet the goal of reducing greenhouse gas emissions.

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